AMENDMENTS TO THE SPECIFICATION

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Please amend paragraph [0020] as follows: SB 4-2-07

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[0020] As mentioned above, network management engine 18 may be capable of issuing a request to monitored devices 16 and further capable of receiving network information in response to the request. In some embodiments, a multi-modal administration engine 28 may allow a calling party or administrator to interact with network management engine 18. A caller response unit (like IVR 26) associated with multi-modal administration engine 28 may be capable of receiving a user input from the administrator and converting the user input into a request for network information.